



<b>POLICY / PROCEDURE INFORMATION</b> <b>(Policy no VOL08)</b>	
<b>Subject</b>	<b>Volunteer Recognition Policy</b> <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	The Volunteer Services Team are responsible for ensuring all volunteers are recognised in accordance with this policy and procedure.  Line Managers are to notify the Volunteer Services Team of relevant changes and to work to this policy and procedure.  All paid staff should informally recognise volunteers' contributions.
<b>Date issued</b>	July 2021
<b>Next review date</b>	July 2024
<b>Lead responsible for Policy</b>	Volunteer Services Manager
<b>Policy reviewed by</b>	Volunteer Services Manager
<b>Notified to (when)</b>	Strategy and Corporate Governance Group Jul 21
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group Jul 21
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Volunteer Policy VOL01
<b>Summary</b>	The aim of this policy is to outline a fair approach to volunteer recognition across the organisations.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Liz Appleton, Executive Assistant and Stephen Goddard, Volunteer Officer	March 2014	March 2016
Policy reviewed by Stacey Shillingford, Volunteer Manager	March 2015	March 2017
Policy reviewed by Sarah Rice, Volunteer Development Manager	June 2018	June 2020
Formatted, updated control sheet and published on Policy Doc App	Jan 2019	
Policy reviewed by Jo Drake, Volunteer Services Manager. Updated to website.	July 2021	July 2024

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## **1. Introduction**

Nottinghamshire Hospice is committed to providing induction and training for volunteers to recognise and enhance their experience of volunteering as a personally rewarding activity and to maintain the quality of Hospice services.

## **2. Responsibilities**

First Line Responsibility: Line managers and the Volunteer Services Manager are responsible for ensuring volunteers are inducted and given the correct training in accordance with this policy and procedure.

## **3. Definitions**

Training and development is defined as learning undertaken by volunteers to maintain and advance their skills, knowledge and competencies specifically as they relate and add value to the roles they will be carrying out, and the service they will be providing.

Induction is defined as a meeting held either in the Hospice or Shop which ensures volunteers understand the vision, mission and values of the Hospice alongside the health and safety and practical elements of their volunteering role.

## **4. Procedure and Compliance**

### **4.1 Thank you letters**

Each volunteer who successfully completes a period as a volunteer, e.g. 1 year should receive a personal letter of thanks from the Volunteer Services Team. The volunteer Services team is responsible for issuing these letters to each volunteer after the successful completion of a period of service. A thank you letter is to be issued to each volunteer after they have resigned from their voluntary position; this is to be coordinated by the volunteer services team.

The Executive Assistant and the Chair of Trustees are responsible for issuing thank you letters / card to each Trustee upon a resignation.

### **4.2 Certificates and Pins**

Each volunteer who successfully completes three, five, ten or fifteen years as a volunteer should receive a certificate of service suitable for framing, signed by the CEO and Volunteer Services Manager. Lapel badges should also be given alongside the certificates and be graded as follows:

- White - for three years of service
- Bronze - for five years of service
- Silver - for ten years of service
- Gold - for fifteen years of service

### **4.3 Annual Presentation of Certificates and Pins**

The certificates and pins should be presented at the Volunteer annual recognition event to allow all members present to recognise the volunteers who have given specific years of service, from 3 years and above. All volunteers should be invited. This will demonstrate how many volunteers have supported the Hospice by volunteering.

## **5. Past volunteer service**

Volunteers should be recognised for their past service. The Volunteer Service team records have been examined to develop a database. If any doubt arose about the accuracy of past records, the Volunteer Services Manager generally has accepted the word of the volunteer on the honour system. All current and future volunteers should be recognised for both past and future service when they complete their current period of volunteering.

## **6. Administration**

The Volunteer Services team in line with the volunteer's line manager are responsible for Coordinating all awards and dates. The Volunteer Services Manager and Volunteer Coordinator would have to play a strong role in monitoring and ensuring that the programme was properly implemented.

## **7. Continual Recognition**

All members of staff recognise the individual contributions of volunteers regularly and informally. As well as thanking volunteers at the end of regular duties, this includes sending occasional thank you cards to acknowledge extra support for example, a Gardener or a Retail volunteer helping with a fundraising event.

## **8. Absence due to Ill Health**

All Line Managers should inform the Volunteer team if a volunteer is unable to help for 3 consecutive shifts due to ill health. The Volunteer Services Team has a system to send cards and obtain regular updates until the volunteer either returns to help or chooses to finish volunteering. Retail Managers can keep in touch informally with volunteers as long as the Volunteer Services Manager has been informed and the Volunteer has given consent.

## **9. Death in Service**

A letter of condolence is sent to the family by the Chief Executive Officer on behalf of the Hospice.

## **10. End of Service**

The Volunteer Services Manager sends a personal 'thank you and farewell' letter on behalf of the Hospice to all volunteers who inform us they can no longer help, as well as carrying out an Exit Interview, if possible.

## **11. Gifts and/or Flowers to Volunteers**

Nottinghamshire Hospice may send flowers to volunteers due to retirement, ill health or other special circumstances. This will be at the discretion of the Volunteer Services Manager or CEO.

## Appendix 1

# Metal Clutch Pin Badge Proof for Approval

### Version 1

Clutch pin material	Gold Mirror Aluminium
Clutch pin dimensions	Width: 26mm x Height: 26mm
Logo aligned	Centre
Finish	Clear Dome Finish



### Version 2

Clutch pin material	Silver Mirror Aluminium
Clutch pin dimensions	Width: 26mm x Height: 26mm
Logo aligned	Centre
Finish	Clear Dome Finish



### Version 3

Clutch pin material	White finish Aluminium
Clutch pin dimensions	Width: 26mm x Height: 26mm
Logo aligned	Centre
Finish	Clear Dome Finish



### Version 4

Clutch pin material	Copper Mirror Aluminium
Clutch pin dimensions	Width: 26mm x Height: 26mm
Logo aligned	Centre
Finish	Clear Dome Finish



Process  
Printed

Butterfly  
clip with  
cemented pin

